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June 22, 2021

Invitation For Bid GSA-025-21 Desktop Workstation(s), Desktop Monitor(s) and Power Supplies

Clarification and Question(s) received from Pacific Data System on May 3, 2021

1. **Question:**

The United States Department of Homeland Security has warned against the use of Information Technology Services and Equipment from Chinese Telecom Firms. The agency's report specifically names Chinese telecoms Huawei and ZTE specifically as threats to U.S. companies, service providers, and network operators.

Is not aware of any ban that the Government of Guam has issued related to information technology equipment from Huawei and ZTE. Please advise what is the Government of Guam's policy regarding use of these manufacturers' equipment as a source for this IFB. Please provide further guidance whether IFB solutions based on Huawei and ZTE will be accepted by GSA in this procurement.

Response:

The Office of Technology will not accept or approve any bid response that sources any network IT products from manufacturers banned by the US Federal Government. Specifically, Huawei and ZTE products will not be permitted to be attached directly to the GovGuam network. Products from these manufacturers that do not connect to our network are allowed. Network IT products banned include:

1. Phones
2. Desktops
3. Printers
4. Switches
5. Routers
6. Wireless Access Points
7. MIFI devices
8. Monitors
9. Network Adapters
10. Storage devices of any kind
11. Any network attached device

2. **Question:**
Reference 5GCA § 5267, Please provide the author's name of the specifications utilized for this bid invitation.

Response:

Refer to Amendment # 7, Item #1

3. **Question:**
Reference 5GCA § 5267, Please provide the sources of the technical specifications utilized for this bid invitation.

Response:

Specifications have been developed through a market research and prepared by Ms. Bertha Padrones, Department of Administration, approved by Mr. Edward Birns, Director Department of Administration and approved by Mr. Frank Lujan, Chief Technology Officer. Brochures submitted through the market research process references: Lenova, APC, and Dell

4. **Question:**
Given the COVID-19 pandemic and the havoc it has wreaked on manufacturing and distribution, 30 days for the delivery of these bid items is unrealistic and any major PC Manufacturer will have a difficult time meeting this delivery deadline. PDS requests that GSA change the delivery to 60-90 days.

Response:

Refer to Amendment # 7, Item #2

5. **Question**
Reference Item 1, must prospective bidders provide proof with their bid submission that they are authorized by the manufacturer of the computers that they are authorized resellers of the hardware?

Response:

Yes, the successful bidder(s) shall provide proof of letter of certification that they are an authorized Vendor & Direct manufacturer-Authorized resellers of the fully assembled equipment/hardware upon entering a contract with the Government of Guam.

6. **Question**
Must vendors provide proof with their bid submission that they have certified A+ or manufacture certified technicians or partnered with an on-island service center?

Response:

Yes, the successful bidder(s) shall provide verification of In-House, or be partnered with an On-Island Service Center staffed by A+ Certified or Manufacturer-Certified Technicians upon entering a contract with the Government of Guam.

7. **Question**

Reference 5 GCA §5268 (Salient Features), are the following features required by GSA or extraneous inclusions in the specifications. If required, has a procurement finding/decision been made as to the necessity of these features regardless of the negative impact these types of special/proprietary requirements have on open and competitive procurement for these items (reference 5 GCA §5265).

- a. Page 33 – Data Protection System Tools Digital Delivery with 5-year support
- b. Page 35 – 3X USB Charging Ports

Response:

- a. Refer to Amendment #7, Item #5
- b. Refer to Amendment #7, Item #3

8. **Question**

Reference page 33, under vendor requirements, describes that all equipment/hardware must have a 5 year onsite or on-island warranty. Please describe the warranty terms/coverage for this item.

Response:

Five (5) Year Warranty for Parts and Repair Term/Coverage

Covered
Product: _____
Model
Number: _____
Serial
Number: _____

Buyer:
Name: _____
Address: _____

Limitation of Damages:

In no event shall the Government of Guam be liable for consequences damages for breach of this warranty.

Warranty Coverage:

Successful Bidder warrants the Covered Product to be free of all defects in material and workmanship and provide on-site warranty services for a period of 5 years.

Under On-Site Warranty Service, a certified authorized Service Provider will either repair or exchange the product at department location. GovGuam will provide a suitable working area to allow disassembly and reassembly of the product. Some repairs may need to be completed at a service center. If so, the Service Provider will send the product to an authorized service center at its expense and execute the repair within a reasonable time period. If repair is not possible within a reasonable period of time, a replacement of a similar or better device is acceptable during the warranty period and must be delivered and installed promptly. Vendor must provide tracking documentation and point of contacts during any services that

involve sending the device to a service center. The tracking shall include relevant service information from the time the device was sent off to the service center until the time the device was placed back into service with the GovGuam department.

9. **Question**

Reference page 34, under vendor requirements, it describes that all equipment/hardware must have a 5 year onsite or on-island warranty. Please describe the warranty terms/coverage for this item.

Response:

Five (5) Year Warranty for Parts and Repair Term/Coverage

Covered
Product: _____
Model
Number: _____
Serial
Number: _____

Buyer:
Name: _____
Address: _____

Limitation of Damages:

In no event shall the Government of Guam be liable for consequences damages for breach of this warranty.

Warranty Coverage:

Successful Bidder warrants the Covered Product to be free of all defects in material and workmanship and provide on-site warranty services for a period of 5 years.

Under On-Site Warranty Service, a certified authorized Service Provider will either repair or exchange the product at department location. GovGuam will provide a suitable working area to allow disassembly and reassembly of the product. Some repairs may need to be completed at a service center. If so, the Service Provider will send the product to an authorized service center at its expense and execute the repair within a reasonable time period. If repair is not possible within a reasonable period of time, a replacement of a similar or better device is acceptable during the warranty period and must be delivered and installed promptly. Vendor must provide tracking documentation and point of contacts during any services that involve sending the device to a service center. The tracking shall include relevant service information from the time the device was sent off to the service center until the time the device was placed back into service with the GovGuam department.

10. **Question**

Reference page 35, under vendor requirements, it describes that all equipment/hardware must have a 5 year onsite or on-island warranty. Please describe the warranty terms/coverage for this item.

Response:

Three (3) Year Warranty for Parts and Repair Term/Coverage (See Amendment#7 Item#4)

Covered
Product: _____
Model
Number: _____
Serial
Number: _____

Buyer:
Name: _____
Address: _____

Limitation of Damages:

In no event shall the Government of Guam be liable for consequences damages for breach of this warranty.

Warranty Coverage:

Successful Bidder warrants the Covered Product to be free of all defects in material and workmanship and provide on-site warranty services for a period of 3 years.

Under On-Site Warranty Service, a certified authorized Service Provider will either repair or exchange the product at department location. GovGuam will provide a suitable working area to allow disassembly and reassembly of the product. Some repairs may need to be completed at a service center. If so, the Service Provider will send the product to an authorized service center at its expense and execute the repair within a reasonable time period. If repair is not possible within a reasonable period of time, a replacement of a similar or better device is acceptable during the warranty period and must be delivered and installed promptly. Vendor must provide tracking documentation and point of contacts during any services that involve sending the device to a service center. The tracking shall include relevant service information from the time the device was sent off to the service center until the time the device was placed back into service with the GovGuam department.

11. Question

Is there a requirement for the installation of any of these items at the End User location and if so, please provide the location?

Response:

No. The Office of Technology is responsible for the installation of equipment.

Question(s) received from Data Management Resources on May 3, 2021

1. Question

Item# 1.1, Desktop Workstations, Graphics specifies "Intel Integrated Graphics; NVIDIA GeForce GT620, 1GB, DP+BGA, or Equivalent." Please note, "DP+BGA" is not a recognized display connection. Please confirm if specification for "DP+BGA" refers to Display Port and VGA connection.

Response:

Refer to Amendment #7, Item #5

2. Question

Item# 1.1, Desktop Workstations, Software specifies both "Microsoft Office Professional 2019 (15 Users), or latest with Activation Keys" and "Office Pro Plus 2019 ENG OLP NLVLIC GOVT." Is GSA requesting both Microsoft Office Professional 2019 (volume license) and Microsoft Office Professional Plus 2019 (non-volume license) per unit for this IFB item? Note, the volume license option is electronically delivered, provides a centralized license management portal, and is transferrable between different computers.

Response:

Yes, 15 User licenses for Microsoft Office Professional Plus 2019 (non-volume license) per unit for this IFB item.

3. Question

Relative to Item 2.1, Desktop Monitor, Graphic Card, desktop monitors are not equipped with graphic cards but instead connect to graphic cards on the computer systems. Please clarify if the graphic card is required for this bid item, or if GSA intended for this specification to be included for Item 1.1.

Graphic Card specifications was intended for line item 1.1 not 2.

- a. If the graphics card in Item 2.1 should be included in Item 1.1, please advise if the NVIDIA GeForce GTX 1600Ti 6GB GDDR6 should replace the graphic card specification in Item 1.1, or if it should be in addition to the specification in Item 1.1.

Response:

Refer to Amendment #7 Item #5

- b. If the graphics card in Item 2.1 should be included in Item 1.1, please advise if GSA will accept a larger form factor that supports the power requirements for this graphics card?

Response:

Refer to Amendment #7 Item #6

4. Question

Relative to Item 2.1, Desktop Monitor, Webcam, will GSA accept an external webcam that is not built in to the monitor, but instead connects to the system via USB Port?

Response:

Yes, external webcam will be acceptable in place of built in to monitor webcam.

5. IFB indicates "REQUIRED DELIVERY DATE: 30 Days Upon Receipt of Purchase Order." We respectfully request that this be changed to 45 Days due to any unforeseen delays and challenges that may be encountered with the manufacturer due to the current COVID-19 pandemic.

Response:

Refer to Amendment #7 Item #2

6. We respectfully request a two-week extension in the bid submission deadline to allow for adequate proposal preparation time upon receipt of responses to questions.

Response:

Refer to Amendment #7 Item #7


Claudia S. Acfalle ✓
Chief Procurement Officer

Please Print
Acknowledgement Copy (Re-Fax to GSA)

Received By: _____

Date: _____

Company Name: _____

Fax to: 475-1727 or 472-4217

Email to: gsaprocurment@gsadoa.guam.gov